

# CONSUMER ENVIRONMENTAL HEALTH SUPERVISOR

## Milwaukee Health Department

*The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.*

### **PURPOSE:**

- The Consumer Environmental Health Supervisor provides direct oversight to the inspectional staff assigned to the Division of Consumer Environmental Health, assures the integrity of each violation issued and every complaint investigated, and serves as a technical consultant.

### **ESSENTIAL FUNCTIONS:**

#### **60% Management, Direction and Planning**

- Participates in the hiring process, training and supervision of program inspectors, coordinators and office support staff.
- Develops and oversees all work processes and functions to assure effective and efficient operation of the program, including quality control/quality assurance of inspections and enforcement orders.
- Evaluates, refines and implements changes in field protocols to increase efficiency and effectiveness and assures compliance with state and federal program standards.
- Evaluates inspector performance in both the quantity and quality of work, assessing whether criteria related to achieving career ladder steps have been met.
- Formulates and recommends City policies, ordinances, resolutions, legislative position, etc. related to a variety of environmental issues that may impact economic development, citizen health and quality of life.
- Monitors national and state regulatory practices and aligns programmatic activities with identified best practices.
- Prepares program summaries, project updates, special reports, technical papers, grant applications, and other documents as well as annual reports and required assessments as delineated in municipal and state code.
- Exercises authority and responsibility in carrying out agent contracts with the State of Wisconsin and acts as MHD representative in matters involving agreements.
- Develops and maintains an environmental sampling program.
- Develops and maintains a consumer protection program in compliance with agent contract with DATCP.

#### **20% Technical Expert**

- Provides advance technical support for all CEH staff related to food, environmental health and consumer protections.
- Reviews the inspection and code enforcement activities of the division's inspectional staff to assure federal and state standards are met and to assure the overall integrity of the inspection program.
- Represents the Milwaukee Health Department in areas of technical expertise through interaction with other City departments, mayoral staff, Aldermanic offices, outside public agencies and officials, community groups as well as through participation on various committees and professional organizations.
- Oversees the investigation of consumer complaints and outbreaks of foodborne illnesses.
- Develops and generates reports to monitor division and inspector outcomes.
- Identifies and monitors trends in establishment violations and identifies risk factors related to foodborne illness.

### 20% Special Projects

**Licensing:** Provides oversight for program assistant and office assistant assigned to Consumer Environment Health; oversees weights and measures licensing; serves as technical consultant to the City Clerk's Office related to the issuance of food licenses

**Systems Management and Data Analysis:** Plans and develops training programs for staff on the use of new and existing electronic resources; troubleshoots user issues and assists in system configuration to match changing programmatic needs.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans With Disabilities Act (ADA) of 1990.*

### MINIMUM REQUIREMENTS:

1. Bachelor's Degree in environmental health, public health, biological, physical or natural sciences, or closely related field from an accredited college or university.
  - **NOTE: College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, sent to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov) or sent to Box CEH, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.**
2. Three years of experience in environmental health, preferably as an Environmental Health Specialist or equivalent position in food inspection with a government agency including experience in program or project management.
  - **NOTE: Equivalent combinations of education and experience may be considered.**
3. Valid driver's license and the availability of a properly-insured personal vehicle for use on the job required at time of appointment and throughout employment.
4. Eligible for registration as sanitarian by the National Environmental Health Association or the State of WI at the time of hire.

### DESIRABLE REQUIREMENTS:

- Master's Degree in Public Health, Epidemiology, Environmental Health or closely related field from an accredited college or university.
- Current certification as a sanitarian by the National Environmental Health Association or the State of WI.

### KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of the principles and practices of public health, including knowledge of microbiology, epidemiology and public health informatics
- Knowledge of environmental health principles, particularly food safety and the risk factors that contribute to foodborne illness
- Knowledge of the scientific method and the ability to interpret data
- Knowledge of environmental technical standards, guidelines, policies, formal regulations, laws, statutes and ordinances related to establishment violations and safe food practices
- Ability to use Microsoft Office Suite, the internet and spreadsheet software, and specialized software such as inspectional and land management
- Ability to read and interpret work related documents, including standards, regulations, laws, statutes and ordinances

## ***Consumer Environmental Health Supervisor***

---

- Interpersonal skills and the ability to build and maintain effective working relationships with a multi-cultural and multi-discipline staff, other agencies and the public
- Customer service skills; ability to respond to inquiries and escalated complaints from officials, citizens, outside agencies, business owners
- Ability to be persuasive, tactful and diplomatic and provide services in a culturally sensitive manner
- Ability to maintain confidentiality and maintain professionalism, honesty and integrity
- Ability to supervise a large and diverse staff
- Ability to effectively delegate and manage team dynamics
- Ability to work with mathematical concepts such as probability and statistical inference and to apply concepts such as fractions, percentages, ratios and proportions to practical situations
- Sound judgment and problem solving skills
- Analytical skills
- Investigative skills
- Planning and organizing skills and the ability to plan and accomplish work, manage multiple assignments simultaneously and meet deadlines
- Oral communication skills
- Written communication skills, including the ability to prepare reports and business correspondence

**SALARY:** The current starting salary (PG1DX) is \$54,322 annually for City of Milwaukee residents. The non-resident starting salary is \$53,519 annually. Appointment above the minimum is possible. An excellent benefit package is also offered.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **April 21, 2014**. Receipt of applications may be discontinued at any time after this date without prior notice. However recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** *The City's residency requirement as set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process, please contact 286-3751.*

**APPLICATIONS** and further information can be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee WI 53202-3554, from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414.286.3751.